

**MIDDLESEX COUNTY RETIREMENT SYSTEM**  
**POSITION DESCRIPTION**

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**Position Title:** Member Account Analyst **Date:** July 2021

**Reports To:** Chief Administrative Officer **FLSA:** Non-Exempt

**Salary Range:** \$65,000 - \$75,000

**GENERAL SUMMARY**

Under the direction of the Chief Administrative Officer, the Member Account Analyst is responsible for member account maintenance, processing withdrawals (refunds, rollovers, death, etc.) for members leaving service and/or transferring to another retirement system, processing transfers in, and service credit purchases. The Member Account Analyst also counsels members on available benefits and payment options.

**ESSENTIAL JOB FUNCTIONS\***

- Process requests for refunds, rollovers, and transfers of contributions from inception through payment, including preparation of monthly refund warrant.
- Generate yearly 1099R forms for members receiving refunds.
- Prepare and process retirement liability invoices and payments to other retirement systems.
- Research member requests to establish creditable service for makeups/redeposits with other units and service with other retirement systems.
- Provide information to and request information from employer units to verify salaries and service, and liabilities of members attempting to establish creditable service with MCRS.
- Generate invoices to members for purchase of creditable service, maintain member installment payment plans, and apply service credit to member accounts upon payment.
- Apply service credit and funds to member accounts upon account transfer from other retirement systems.
- Research and correspond with members approaching age 71.5 (GR1) and 65 (GR4).
- Assist the Financial Analyst with balancing the Pension Reserve Fund.
- Counsel members and provide them with creditable service estimates, benefit estimates and other retirement planning needs, including their post-retirement obligations.
- Adhere to Board policies and exhibit core competencies as established by

the Board.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Other duties as assigned

## **COMPETENCIES**

- **Action Oriented/Initiative** –Is action oriented for the tasks he/she sees as challenging; seizes opportunities; expresses opinions and initiates ideas; is engaged in the process and is proactive in helping others. Takes a task and completes it independently.
- **Quality/Accuracy/Detailed Oriented** – Continuously looks to improve the quality of processes and services; listens and responds to feedback and suggestions pertaining to quality; is precise and accurate and pays attention to details; double checks work before passing it on, and understands priorities can change and adjusts quickly.
- **Trust/Fosters a Positive Environment** – Builds a strong sense of confidence with others; values the opinions of others; acts with tact and diplomacy.
- **Member/Employer Orientation** – Develops strong trusting relationships with members; counsels members and employers on technical issues; addresses and acts on feedback and delivers results that meet the members' or employers' needs.
- **Communication/Listens to Understand/Conflict Management** – Pays full attention to what the other person is saying; is seen as approachable, confirms full understanding before responding; addresses conflict in an open and trusting manner; avoids assessing blame, and communicates clearly and effectively in writing and in-person.
- **Teamwork** – Works cooperatively with others, makes efforts to include others in the team; encourages all to participate in discussion, contributes to achieve a common objective; makes decisions that benefit the team and assists others when needed.
- **Integrity/Ethics and Values** – Earns others' trust and respect through consistent honesty and professionalism in all interactions.

## **PREPARATION, KNOWLEDGE, SKILLS & ABILITIES**

- Bachelor's degree in related field or equivalent work experience required.
- At least three years of defined benefit plan, business, finance, or accounting experience preferred.
- Ability to follow instructions and work independently within prescribed deadlines.
- Excellent mathematical, verbal and written skills.
- Proficient in Microsoft Word, Excel, and Power Point.

- Previous experience with Massachusetts General Laws Chapter 32 preferred.
- Ability to use PTG software preferred.

### **WORKING CONDITIONS/PHYSICAL DEMANDS**

- Sit for long periods of time.
- Use hands to finger, handle, or feel.
- Frequently reach with hands and arms.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision and ability to adjust and focus.

### **SUBMISSION REQUIREMENTS**

To apply for this position, please submit **via email** a cover letter and resume to Lisa Maloney, Esq., Chief Administrative Officer, [lmaloney@middlesexretirement.org](mailto:lmaloney@middlesexretirement.org), **by 4:00 p.m., on Friday, July 16, 2021.**

### **840 CMR 1.03: Prohibition Against Certain Persons Holding Certain Positions**

No individual who has been convicted of robbery, bribery, extortion, embezzlement, fraud, grand larceny, burglary, arson, a felony violation of state or federal law defined in Section 102(a) of the Comprehensive Drug Abuse Prevention and Control Act of 1970, murder, rape, kidnapping, perjury, assault with intent to kill, any crime described in Section 9(a)(1) of the Investment Company Act of 1940 (15 U.S.C. 80a-9(a)(1)), a violation of Section 302 of the Labor-Management Relations Act, 1947 (29 U.S.C. 186), a violation of Chapter 63 of Title 18, United States Code, a violation of Section 874, 1027, 1503, 1505, 1506, 1510, 1951, or 1954 of Title 18 United States Code, a violation of the Labor-Management Reporting and Disclosure Act of 1959 (29 U.S.C. 401), any felony involving abuse or misuse of such person's position or employment in a labor organization or employee benefit plan to seek or obtain an illegal gain at the expense of the members of the labor organization or the beneficiaries of the employee benefit plan, or conspiracy to commit any such crimes, or a crime in which any of the foregoing is an element or has been found by the Commission or any court to have violated his/her fiduciary duty or has been found by the Ethics Commission or any court to have violated M.G.L. c. 268A, shall serve or be permitted to serve:

- (1) As a member, administrator, fiduciary, officer, trustee, custodian, counsel, agent, employee or representative in any capacity of a board.
- (2) As a consultant, manager or provider of goods or services to a board.

(3) In any capacity that involves decision making authority or custody or control of the monies, funds, assets or property of any system.